

Communication Services Domain Profile

DISCIPLINES

- WAN/LAN Protocols
- Hardware— Switches & Routers
- Remote Access Methods & Clients
- LAN Topologies
- LAN Wiring
- Wireless LAN Protocols
- Enterprise Telecommunications - Voice
- Enterprise Telecommunications - Video
- Directory, Network OS
- Email Services
- Unified Messaging (Shared with Enterprise Applications)

DOMAIN STRATEGY

Develop and maintain a reliable core communication services infrastructure with mechanisms to facilitate timely problem resolution in the event of an outage, congestion, or other problem. The State will have a common network architecture for voice, video and data. These networks may or may not be converged depending upon the economics of the networks. The networks will use standard Internet protocols.

DOMAIN PRINCIPLES/BOUNDARIES

- Prefer/select technology that adheres to widely accepted and recognized standards.
- Integration and interoperability should be considered on a Statewide level.
- Technology must be manageable, reliable and securable.
- TCO will be used to influence product choices.
- We will be biased towards technologies where the required skill sets are available.
- We will choose technology vendors that have good/excellent support and are judged to be viable for the life of the technology.
- New technologies will be evaluated for benefits and suitability for enterprise deployment.
- Technology will be reviewed and retired as vendor support is discontinued.